

PRO
JCL 09/637969
JC826

Class	Subclass
ISSUE CLASSIFICATION	

PATENT NUMBER

U.S. UTILITY Patent Application

O.I.P.E. <i>PTD</i>	PATENT DATE
SCANNED <i>VR</i> <i>QA</i>	<i>TM</i>

APPLICATION NO. 09/637969	CONT/PRIOR	CLASS 709	SUBCLASS <i>226</i>	ART UNIT 2152 <i>2154</i>	EXAMINER <i>El-Hady</i>
------------------------------	------------	--------------	------------------------	---------------------------------	----------------------------

APPLICANTS
Nayel Saleh

TITLE
Method and apparatus for allocating resources of a contact center

PTO-2040
12/99

ISSUING CLASSIFICATION					
ORIGINAL		CROSS REFERENCE(S)			
CLASS	SUBCLASS	CLASS	SUBCLASS (ONE SUBCLASS PER BLOCK)		
INTERNATIONAL CLASSIFICATION					
<input type="checkbox"/> Continued on Issue Slip Inside File Jacket					

TERMINAL DISCLAIMER	DRAWINGS			CLAIMS ALLOWED	
	Sheets Drwg.	Figs. Drwg.	Print Fig.	Total Claims	Print Claim for O.G.
<input type="checkbox"/> The term of this patent subsequent to _____ (date) has been disclaimed.	(Assistant Examiner) _____ (Date) (Primary Examiner) _____ (Date)			NOTICE OF ALLOWANCE MAILED	
<input type="checkbox"/> The term of this patent shall not extend beyond the expiration date of U.S Patent. No. _____ _____				ISSUE FEE	
<input type="checkbox"/> The terminal _____ months of this patent have been disclaimed.	(Legal Instruments Examiner) _____ (Date)			Amount Due	Date Paid
					ISSUE BATCH NUMBER

WARNING:

The information disclosed herein may be restricted. Unauthorized disclosure may be prohibited by the United States Code Title 35, Sections 122, 181 and 368. Possession outside the U.S. Patent & Trademark Office is restricted to authorized employees and contractors only.

Form PTO-438A
(Rev. 6/99)

FILED WITH: DISK (CRF) FICHE CD-ROM
(Attached in pocket on right inside flap)

(FACE)

BEST AVAILABLE COPY